

Letterkenny Army Depot (LEAD) Customer Survey

Name _____
Organization _____
DODAAC _____
Phone Number _____
Date _____

1. Your organization has recently received a shipment from Letterkenny Army Depot in Chambersburg, PA. In order to assess the quality of our products and services, we are surveying our customers. Please take a moment to complete this survey. Please provide any comments in the remarks blocks.

2. Was the item properly preserved and/or packaged to prevent damage and deterioration? **Yes** **No** If no, was a SF 364, Report of Discrepancy submitted.

Remarks _____

3. Upon receipt of the asset, was all applicable paperwork with the shipment, Logbook, DD Form 1348-1A, etc. **Yes** **No**

Remarks _____

4. Did you have to contact anybody at Letterkenny Army Depot concerning the asset? **Yes** **No** If yes, was concerns answered in a timely manner? **Yes** **No**

Remarks _____

5. If contact was made with Letterkenny Army Depot, was the hotline number called? Hot line phone number is **DSN 570-9693 or commercial (717) 267-9693**. **Yes** **No**

If no, which office was called? _____

6. Concerning this shipment was it an asset that was repaired or rebuild by Letterkenny Army Depot? **Yes** **No** If no, please skip to question 10.

7. Was the hotline sticker included with the shipment? **Yes** **No**

8. Did you have any quality problems with the asset? **Yes** **No** If yes, was a SF 368 submitted to the applicable command?

Remarks _____

9. Please rate the following areas concerning the product. 1=Worst 5=Best

Item properly cleaned _____
Item properly painted _____
Item properly stenciled _____
Item properly assembled _____
Quality of Workmanship _____
Condition of Packaging _____
Timeliness of Receipt _____
Responsiveness of depot personnel _____
Hotline availability _____

10. Please provide any additional comments you would like to address?

11. Would you like a Letterkenny Army Depot representative to contact you? **Yes** **No**
If so, please provide a Phone Number _____ or Email address
_____.

Please return the survey to Commander, Letterkenny Army Depot, ATTN: AMSAM-LE-QQ, Chambersburg, PA 17201 or email to alkyq@emh1.lead.army.mil.

AMSAM-LE Form 3788-R (23 Mar 04)